Staff Intranet User Guide

1. INTRODUCTION

Wesley Institute (the Institute) has been redefining its Quality Management System (QMS) over the last 5 years. The Institute becoming a Higher Education Provider (HEP) and incorporated in 2004 meant that it no longer fell under the quality standards of Wesley Mission. Since then, the Institute has become ISO 9001 certified, is subject to a number of internal and external audits, and is about to undertake its first Australian University Quality Audit (AUQA).

As part of the AUQA requirement, Wesley Institute was required to have an Intranet. This, coupled with a growing quality system, has lead to a restructure of the way quality at Wesley Institute will work.

The staff at Wesley Institute have been very helpful in giving feedback in regards to Quality Management. Hopefully, this new system has incorporated many of these suggestions, and has satisfied the aim of giving ownership and responsibility back to the staff.

This short guide is intended to give you an overview of the new system. This guide will be updated as questions arise, clarifications are needed, and the system is refined. All changes take time, and can be frustrating. Please be patient as the Quality Manager implements and refines the system.

Any feedback and suggestions are welcome. Please email your supervisor with feedback, problems or suggestions. They will collate your ideas and pass them onto the Quality Manager.

2. QMS ROLES

Quality Manager

The Quality Manager at Wesley Institute is Hilda Caine.

The Quality Managers main role is to ensure the quality processes are working and adhered to. She also approves documents for use, ensuring correct language, logos, formatting, legislation and ethics are being employed. The Quality Manager is not responsible for alerting Document Owners when they need to update their documents, spelling and formatting corrections, and updating documents from changes on hard copy. Due to the large responsibility and workload of this position, Document Owners are being asked to step up and play a greater role in the QMS.

When notifying the Quality Manager about a document, please use the document number, correct name and issue number (if appropriate).

If you are interested in joining the QMS Team, please contact your supervisor.

Document Owners

A Document Owner is a senior staff member who is responsible for, or 'owns', certain documents. The responsibility extends to creating and updating documents in a timely fashion. The documents can be of any type (e.g. procedure, form, policy) that falls within the area of responsibility covered by their job description.

A Document Owner must be a person, not an office. Only Document Owners can submit documents to the Quality Manager. Other staff that want to make changes must see the Document Owner. In the case where a Document Owner wants a staff member to update a document, they are recommended to do the following:

1. Email the document to staff member. The staff member should track the changes (Word/Tools/Track Changes).
2. Email the document back to the Document Owner within a timely fashion.
3. The Document Owner approves the track changes, and submits the document to the Quality Manager.
4. Delete all copies of the document from the Inbox or hard drive.

Please note that documents edited outside the S Drive\QMS folders are uncontrolled. Document Owners are responsible for tracking uncontrolled documents and ensuring copies are not held at staff workplaces, both electronic and physical.

Currently, Document Owners are:

- Academic Director — Martin Dowson
- ASC Director — Kimberly Spragg
- Head of Counselling — Marie-Therese Proctor
- Head of Dance — Adele Hyland
- Head of Drama — Herman Pretorius
- Head of Education — Julie Mathews
- Head of Graphic Design — Michelle Klomp
- Head of Korean Theology — KyeWon Lee
- Head of Music — Heva Chan
- Head of Theology — Jim Harrison
- Library Manager — Sandra Fitzgerald
- Managing Director — Greg Rough
- Marketing Manager — Vineet Gounder
- WHS Coordinator — Julie Mathews
- Chief Financial Officer — John Walker
- Dean of Quality — Hilda Caine
- Registrar — Benjamin Clark

Internal Auditors

Currently, approved Wesley Institute Internal Auditors are:

- Hilda Caine, Dean of Quality
- John Leung, Manager Finance, Accounts and Administration
- Olivia Rohanek, Quality Coordinator

These auditors are there to ensure the QMS is working for all staff, that staff are aware of quality within the Institute, and the system is useful to the work that they perform.

If you are interested in becoming an Internal Auditor, please contact your supervisor.

QMS Administrators

Hilda Caine is the Intranet administrator. Vineet Gounder is the website administrator.

3. QMS at Wesley Institute

There are four controlled electronic locations that make up the QMS.

1. Document Registers (Internal and External)
2. S: Drive\QMS
3. Wesley Institute Staff Intranet
4. Wesley Institute Website

These four locations work together and are interconnected.

In addition, there are two controlled hard copy locations.

1. Pigeon holes outside Academic Administration
2. Pigeon holes inside the Counselling Centre

It is important to note that each document has a *unique* listing at each location. That means there is one entry in the document register, the document is uploaded at one place only on the Intranet and appears once within the QMS folders on the S Drive. The website uploads one version of public release document.

A document duplicated becomes uncontrolled. Please ensure that you do not save copies of documents on the S: Drive or H: Drives, and all hard copy locations are supervised by one staff member.

1. Document Registers

There are two document registers. They are DIS-F01 Register of Internal Documents and DIS-F02 Register of External Documents. Both Registers are in Excel Workbook format. They are organised by worksheet. Each Document Owner has one worksheet that lists all the documents they are responsible for.

The Document Registers have changed. A few features are:

- The STATUS of a document can be:
  - Current (in use, on the Intranet)
  - Obsolete (no longer in use, archived)

- Transferred (ownership or use changed, new reference issued. The history of the document is retained in the register, and the Current issues are recorded in the new place on the Register)
- Updated (needs to be added to the Intranet)
- Not Located (missing, Quality Manager to find or archive)

- If a document changes ownership, but retains the same reference, the Quality Manager can simply move the entry in the Register to the new owner. This is different to transferring a document.
- To search the Register, use CTRL+F. The Find and Replace dialogue box will default to searching the current worksheet only. To search the whole workbook, select the option on the dropdown menu within the box.
- The Intranet URL is recorded within the Registers. Simply click on the link to open the document.
- The External Register records the Internet URL of document, where possible. Downloaded documents are being phased out, and instead users will be directed to the original source. This minimises the risk of using outdated documents. URLs will also be used on the Intranet. Owners of External Documents should check URLs once a year to ensure that they are still current and documents have not been superseded.

During the month of July 2009, Document Owners are requested to:

1. Familiarise themselves with both Document Registers.
2. Look on the Registers at each document they own.
    a. If another member of staff should own a document instead, please notify both that staff member and the Quality Manager. Owners should move documents to the correct owners before the new Referencing is introduced.
    b. If documents are obsolete and no longer in use, please notify the Quality Manager.
    c. Ensure that all documents have been recently updated.
    d. Notify the Quality Manager of all updated documents.
3. Perform a self-audit on their section of the S: Drive. For example, the Registrar's Office would self-audit S: Drive\Registrar. You are looking for:
    a. Documents you use on a regular basis to perform tasks that are procedural or political in nature, whether they be templates, standard letters or assessment forms. These should all be part of the QMS. Notify the Quality Manager who will quality these for you.
    b. Deleting duplications of documents that exist in QMS. If you can access the document through the QMS, then you should not have an electronic version on the S Drive.
        i. NOTE: The exception is the hard copy folder at Reception. This is a controlled QMS process.
        ii. NOTE: If you or your staff cannot access a document in the correct format on the Intranet, notify the Quality Manager.
    c. Check to see that the document is labelled correctly. For example, a form may need to be re-categorised as a template.

2. S:Drive\QMS

The Quality Management folder on the S: Drive has been replaced by a series of QMS folders. Each folder belongs to a Document Owner. Each Document Owner has read and edit permissions to their folder, and read only permissions to all other QMS folders. No other staff has read or edit access to the QMS folders.

This is the biggest change in the way Document Owners interact with QMS. In short, all Document Owners now have a controlled area to access and edit their documents. *Please read the section on how a document travels through the QMS.*

Each QMS folder is sorted into types of documents, as it is presently. This is the easiest way to locate a document for editing. The top two folders are called 'DRAFTS' and 'READY FOR QMS AND INTRANET'. The DRAFTS folder is where owners *copy* a document from the folders and edit it. Once the document is complete, *move* it into the READY folder and notify the Quality Manager. It will be picked up, qualitied, and replaced on the Intranet, and on the owners S Drive\QMS folder. If owners edit documents outside these two folders, they risk deleting the current version, which cannot be recovered.

This working space will eliminate the need for opening Read-only documents and saving them on the S Drive; emailing of documents to the Quality Manager; and taking copies of the QMS and storing them on the S Drive.

The folders being split into owners has reduced the risk of other staff accessing editable documents. If Document Owners accidentally delete a document, please notify the Quality Manager immediately, so it can be restored.

Only the Document Owner and Quality Manager can edit your documents. Other document owners have Read-only access and can copy the editable version for their own use (like the current system). Remember that the Intellectual Property (IP) of everything you create for the QMS belongs to Wesley Institute. It is preferable that Departments share forms and standardisation occurs.

All other staff access documents via the Intranet.

The plain QMS folder is Read-only, and holds the Document Registers. This folder is accessible to all staff.

3. Wesley Institute Staff Intranet

Organisation - ADRI

The Intranet was developed by referencing the AUQA guidelines, other HEP Intranets, QMS principals and feedback from Wesley Institute staff.

The basic organisation of the Intranet is focused around the Quality Policy of Plan-Do-Check-Act. AUQA terminology of ADRI (Approach, Deploy, Results, Improve) has been used, which is more descriptive. Each document, committee and function of the Institute has then been put into one of these categories.

The second level of organisation is by function. The Institute not only teaches academic courses, it also manages staff, facilities and resources, produces publications, and reports to external bodies. So each of the four main areas are then divided into our main areas of action.

The third level of organisation is by topic. Documents are sorted according to their subject, rather than their type. For example, all forms used to be kept together. Now, the Credit & RPL folder holds the procedure, committee terms of reference and all the reporting templates, forms, guidelines and meeting minutes. If you want to know anything about credit, just go the one folder.

The Intranet needs to be looked at like you would look through a camera lens using the zoom buttons. As you zoom in, documents are kept according to topic. But keep in mind that the Credit folder in the example above is kept in the Deployment\Teaching and Learning section. The policy on credit is kept in the Plan section of the Intranet. This is because, as we zoom out, all planning documents are kept together, within topics. A policy or plan may cover multiple procedures.

Quality revolves around the idea of progress. A static process becomes outdated and useless. Productivity is lost, new technology and ideas cannot be embraced, and the product becomes worthless. So the Plans for the Institute, and anything that governs how processes are done, form the foundation. Policy is developed from the key performance indicators (KPI) in the Strategic Plan. This flows into what the Institute does (Do). This is expressed in the process maps, procedures, forms, templates etc. Each of these documents governs the performance of a task.

So how do the Planners know if the KPI are being met in the Doing? There is a process of checking, which is where documents like student evaluations and staff PR&DPs come in. These review the effectiveness of the actions the Institute performs and measures it against the plan. Statistics are a big part of this process.

Finally, the Act section is where recommendations are tabled and acted upon. These flow back into the planning committees, who then adjust the plans. And the process starts again.

As well as at an Institutional level, within each topic this Plan-Do-Check-Act occurs.

The fastest way to learn the structure is to look around. Use the Search function to locate documents quickly. If you cannot find what you are looking for, see your manager. You may need assistance searching, or the permissions on the Intranet may need to be adjusted. Once you find a document, try to understand why it has been placed there. Go back out to the parent folders and see the pattern.

Permissions

Permissions are set per user and per folder. Each user is allocated to a group, which is the same permissions that are used on the S Drive. Each folder is then set with group permissions. Therefore, each user will have slightly different access. The Operations Manager will have different access than the casual Counselling Lecturer.

Documents are uploaded in the most user friendly format. Documents that can only be printed are in PDF. Locked eforms are available, and all standard letters and templates are

retained in the original format, so they can be edited. It is essential to note that only staff who are authorised to use the templates have access to them. For example, a Head of School will have access to the Interview Checklists within the Student Admission and Selection folder, but not the Letter of Offer templates.

Document Owners are encouraged to change forms to an eForm, where possible. If you require a training session, please notify the Quality Manager, who will arrange one in September.

Staff can print, download and use all documents on the Intranet. At present, while student forms are copied onto coloured paper, please do not print forms for students. Use the forms in the pigeon holes outside Academic Administration.

Everything will be kept on the Intranet – meeting minutes, agendas, plans, statistics and so much more.

If staff have minutes that need to be added to the Intranet, please let the Quality Manager know.

4. Wesley Institute Website

There is now no 'Public Release' folder on the S Drive. All documents that are available for the general public are on website. Please use the website to find information. All documents are on the Intranet.

Controlled and Uncontrolled Documents

It is important to understand the idea of 'controlled' and 'uncontrolled' documents.

A controlled document is one that is within the QMS, or one of the four locations discussed above. The document is subject to processes and checks. It is current and can be traced, and is version controlled.

An uncontrolled document is outside the QMS. It has the potential to become outdated, forgotten, left out of processes, is subject to additional processes in order to keep it current, and cannot be usually accessed by the Quality Manager.

Documents become uncontrolled when they are saved on Department S Drives and individual H Drives, printed, kept in email and printed and stored outside the two controlled locations.

At some time, documents will be uncontrolled. The main issue is for staff to identify when a document is uncontrolled, and take steps to restore it. When using printed forms that do not come from one of the two controlled locations, check to see that it is the most recent version. Don't keep printouts. Don't update documents except through the S Drive\QMS folders.

4. HOW A DOCUMENT FLOWS THROUGH QMS

Follow these steps for adding or updating a QMS document:

Document Owners.

1. Locate the document in their S Drive\QMS folder. (If you are not the document owner and want to make changes, you must submit your suggestions to the owner.)
2. COPY and PASTE the document into the DRAFTS folder in their S Drive\QMS folder.
3. Make the changes.
4. MOVE (CUT and PASTE) the document into the READY folder.
5. Notify the Quality Manager that the document is ready for processing.

Do not email the document. Do not change the original. Do not move the document from the QMS folder.

Quality Manager.

1. Approves the document. Updates the footer and issue number.
2. Updates the Register.
3. Uploads the document to the Intranet in the correct format (may need to be PDF).
4. If the document is for public release, notifies the Webmaster of the URL of the updated document.
5. Replaces the old version on the owners S Drive\QMS.

Document Owners know when a document has been processed because it will be removed from the READY folder. The Quality Manager will no longer notify owners by email, nor email documents back to them.

QMS Archive

The Intranet has an archive feature. As each new version is upload, it keeps all previous versions. Staff can download and view previous versions.

Due to this, the QMS Archive will be phased out. Because most of the documents on the Intranet are in PDF, the only editable copy will be in the S Drive \QMS folders. It is therefore very important for Document Owners to adhere to the steps above. Document Owners are now managers of the QMS. If owners are not confident in their computer skills, please see your manager for professional development training.

5. FUTURE CHANGES

Document References

After the process of sorting document ownership, adding documents to the QMS and being familiar with the new system, the next step is to change the Document Reference. The new reference system will tie the four parts of the QMS system together.

Each Reference Code is unique. That means that no owner code is the same as a use code, even though they belong to different sections of the reference. This is to avoid confusion and bring consistency. For example, in the current climate, COU stands for both Course and Counselling. And Counselling use the codes CO, COU and GSC.

The new Reference will have four parts:

TYPE – OWNER – USE – SEQUENTIAL NUMBER

1. Type

The type of document is listed first, and usually has a two-letter code. Users can tell straight away if the document is a form, policy, procedure etc. As the Intranet is sorted by topic, where there are several documents with similar titles in the one folder, the Reference will be handy in deciphering which document does what.

Eventually, the S Drive\QMS folders will have this list of document types too.

The types of documents are:

Calendar	CA
Checklist	CH
Code	CD
Document Implementation Status Register	DIS
Form	FM
Guide	GU
Guideline	GL
Miscellaneous	MS
Plan	PL
Policy	PO
Position Description	PD
Presentation	PP
Procedure	PR
Process Map (any diagram, chart etc depicting a process)	PM
Protocol	PT
Publication	PB
Risk Management	RM
Sign or Map	SM
Standard Letter	SL
Template	TE
Terms of Reference	TR
Timetable	TT

2. Owner

The Document Owner is listed next, and usually has a two-letter code. This is so that, at a glance, the location on the S Drive\QMS folders is known, documents owners can track their own documents, and staff knows whom to notify about problems with documents.

The list of Document Owners and their codes are:

Academic Director	AD
ASC Director	ASD
Dean of Students	SD
Head of Counselling	HCO
Head of Dance	HDA

Head of Drama	HDR
Head of Education	HED
Head of Graphic Design	HGD
Head of Korean Theology	HKT
Head of Music	HMU
Head of Theology	HTH
Library Manager	LM
Marketing Manager	MM
WHS Coordinator	OC
Chief Financial Officer	OM
Managing Director	CEO
Dean of Quality	QM
Registrar	RG

3. Use

The use, (or subject, audience, topic, purpose or users) of the document is recorded next. This is usually a one to three letter code. Awards have retained their short form. Note the use of capital and lower case letters. More than one code can be used, and sometimes used at the end of the Reference, such as notating a Korean Language document. The Intranet is organised by topic, so this code will assist in locating where it may be. It also helps identify what the document is about.

The list of uses are:

Academic Administration	ACA
Administration	ADM
Alumni	ALU
Associate Degree of Dance	AssDegDA
Associate Degree of Theology	AssDegTh
Audit	AU
Australian Studies Centre, ASC Students	ASC
Award	A
Bachelor of Dance	BDance
Bachelor of Dramatic Art	BDA
Bachelor of Graphic Design	BGD
Bachelor of Music	BMus
Bachelor of Theology	BTh
Bridging Units	BRG
Closed (elective, within degree only)	C
Committee	COM
Course	CRS
Diploma of Dramatic Art	DipDA
Diploma of Graphic Design	DipGD
Diploma of Music	DipMU
Distance Education and Flexible Learning, Newcastle	DEFL
Domestic, Local Student	DOM
Elective	ELE
Event	EVE
Facilities and Resources	FAR

Financial Management	FNM
General	GEN
Governance	GOV
Graduate Diploma of Counselling	GDC
Graduate Diploma of Dance Movement Therapy	DMT
Graduate Diploma of Education	GDE
Graduate Diploma of Theological Studies	GDTS
Head of School or Department	HOD
Honours	H
Human Resources	HR
Information Resource	IFR
Institutional	IN
Integrative Studies	INS
Korean Medium	K
Lecturer	LT
Library	LIB
Marketing Office	MKT
Master of Counselling	MC
Master of Education	MED
Master of Music	MMus
Master of Theology	MTh
Meeting	M
Membership	MBR
Non-Award	NA
OH&S	OHS
Open (elective, outside of degree)	O
Operations and Finance Office	OPR
Overseas, International, Student Visa Student	OS
Partnership	PNR
Postgraduate	PG
Primary	P
Quality Management	QMS
Reception	REC
Research and Creative Activity	RCA
School of Counselling	CO
School of Dance	DA
School of Drama	DR
School of Education	ED
School of Graphic Design	GD
School of Korean Theology	KT
School of Music	MU
School of Theology	TH
Secondary	S
Staff	STA
Student	STU
Student Academic	SAC
Student Administrative	SAD
Student Financial	SFN
Teaching and Learning	TL

Undergraduate	UG
Version, Variation and Attachments	a, b, c, d,

4. Sequential Number

The next sequential number forms the last part of the Reference.

The updated References will start to be implemented at the end of 2009 for 2010.

Subscribe

Users can 'Subscribe' to a folder on the Intranet, and be notified via email when the folder is updated. For example, if all Heads of School subscribe to the Academic Board meeting minutes folder, when new minutes are added, an email is automated notifying them. This eliminates the need for emails to be sent to staff. Staff will be required to instead check the Intranet for the latest meeting dates, agendas, minutes, policies and so on.

This feature is not currently active, however is being researched for implementation in 2010.